

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: March 19, 2020 Case Number: 20-89

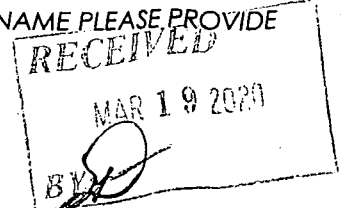
**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Dr. Radey / Alison  
Premise Name: Bluepearl Emergency Hospital  
Premise Address: 3110 E. Indian School Rd.  
City: Phoenix State: Az. Zip Code: 85016  
Telephone: (602) 995-3757

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Cynthia Ringsrud  
Address: [REDACTED]  
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.



**C. PATIENT INFORMATION (1):**

Name: Tuzi Doe  
Breed/Species: Pure Blood Toy Poodle  
Age: 11 yrs. 11 mths Sex: F Color: Black  
26 days

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Amy McQueen \_\_\_\_\_

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Cynthia Ringsrud

Date: 2-26-20

**F. ALLEGATIONS and/or CONCERNS:**

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Have problem writting in ink  
please excuse me.  
Attached pages

On June 3, 2019 at about 5:30 pm took our pure breed toy poodle named Turgy Doe to Bluepearl Emergency Hospital at the following address 3110 E. Indian School Rd. Phoenix. I proceeded to tell the receptionist Alison that I called before coming in. My fiance when proceeded to let Alison know that Turgy was bloated and normally not that big. Alison when in the back and got a vet technician and when the tech seen Turgy grab her and ran off and put on oxygen, then returned to inform us that Turgy gums were purple and she wasn't in good shape

We asked to see her and the tech brought her out to us for a couple minutes, and then took Tuzzy right back to the oxygen. Alison put myself and my fiance Mark Stanley in Exam Room 4. That's when the Dr. Radey came in and explained that we could take Tuzzy somewhere else but she wouldn't make it, or we could try medicine but not sure it would work, or we could have her euthanize. So Dr. Radey euthanize. About a month later my fiance when online and looked up... Can Dogs Die

From Bloating... The answer was yes,  
and explained... Dogs stomach twist  
around... and may be fixed by a  
physical procedure called surgery.  
So I called my mom's vet and spoke  
with them and they said that  
as far as their concern they offer  
surgery and told me to get a  
hold of Ky. State Veterinary Medical  
Examining Board. We would like  
to get her replaced with a female  
from the same breed line. Seller

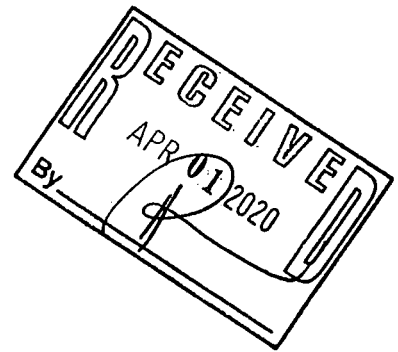
Information...  
Bonnie Sutton

Home [REDACTED]

Cell [REDACTED]

March 30, 2020

Arizona State Veterinary Medical Examining Board  
1740 W. Adams St., Suite 4600  
Phoenix, AZ 85007



Re: 20-89 Summary of case Tuzzi Dae seen June 3, 2019

To Whom It May Concern:

Patient presented in respiratory distress with cyanotic mucous membranes and an elevated temperature. A critical assessment was recommended and offered to the owners upon presentation. The owners expressed extreme cost concerns and were unable to even afford treatment/stabilization. Pet was placed in oxygen therapy in the meantime while I conversed with owners.

An estimate with very minimal diagnostics was presented and the contents explained. The owners were not able to afford any treatment at this time. Options such as referral to another hospital that was less expensive and/or accepts payment plans was discussed after Care Credit was declined. Medical empirical therapy was also discussed although not recommended as pet decompensated outside of oxygen therapy and struggled to breath despite a Butorphanol injection and prolonged oxygen therapy until body temperature returned to normal. All treatments and diagnostics offered and recommended were declined due to cost.

Both owners present revealed they had disabilities and Mark Stankey said he was a Vietnam veteran who suffered from PTSD. Both were extremely emotional and a couple hours was spent trying to aid them in finding care for their pet. Special approval was acquired from management to allow the Butorphanol injection, oxygen and a payment plan for these clients to euthanize their pet as I felt compassion for both the owners and Tuzzie. After a prolonged discussion about prognosis and diagnostics required to treat the pet, the owners opted for Humane Euthanasia as it was my professional opinion that this pet would suffer greatly without treatment. The owners signed a promissory note to pay for euthanasia, pain injection and cremation. 2 paw prints were made for owners and sent home. I truly feel that I went above and beyond the call of duty to try and help these owners.

The owners filed this board complaint more than 9 months later, on March 19, 2020 and are asking for us to provide a replacement of their poodle after they Googled bloat and found that it may be a treatable condition. Again, since the owners declined radiographs and all treatments that were offered at the time of presentation and were not able to afford any treatment, an expensive surgery was never an option in this case.

A gastric dilatation volvulus typically requires critical stabilization, radiographs, hospitalization and surgery to treat. On average the Emergency hospital charges about \$5000-7000 for this treatment. GDV was not considered a likely differential at time of presentation. However, aerophagia secondary to dyspnea was likely. Unfortunately, there is no radiographic evidence of either as this diagnostic was expressly declined by the owners.

Dr Heather-Leigh Riedy





**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** PM Investigative Committee: Adam Almaraz - Chair  
Amrit Rai, DVM  
Cameron Dow, DVM  
Brian Sidaway, DVM

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Sabrina Khan, Assistant Attorney General

**RE:** Case: 20-89

Complainant(s): Cynthia Ringsrud

Respondent(s): Heather-Leigh Reidy, DVM (License: 6497)

**SUMMARY:**

Complaint Received at Board Office: 3/19/20

Committee Discussion: 8/4/20

Board IIR: 9/16/20

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018

(Lime Green); Rules as Revised

September 2013 (Yellow)

On June 3, 2019, "Tuzi Dae," a 12-year-old female Toy Poodle was presented to Respondent on emergency for humane euthanasia due to coughing, dyspnea and cyanotic mucous membranes. The dog was examined; although Complainant declined examination and diagnostics. The dog was humanely euthanized.

According to Complainant, the dog was bloated when presented to Respondent. After online research, Complainant was concerned that surgery was not offered for a possible treatment for the dog's condition.

**Complainant was noticed and appeared telephonically.**

**Respondent was noticed and appeared telephonically.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Cynthia Ringsrud*
- Respondent(s) narrative/medical record: *Heather-Leigh Reidy, DVM*

**PROPOSED 'FINDINGS of FACT':**

1. On June 3, 2019, Complainant stated that she called BluePearl prior to advise them that she was bringing her dog in due to her stomach being bloated. According to the medical records, the dog was presented for humane euthanasia due to a cough the dog had for five months. The cough progressed to dyspnea over the two hours prior to presentation. The dog had not eaten that day and had some diarrhea; gums were purple. Complainant was giving the dog Tussin DM, 0.5mls twice a day.

2. The dog was triaged upon arrival and placed on oxygen. Upon exam, the dog had a weight = 5kg, a temperature = 104.7 degrees, a heart rate = 132bpm and a respiration rate = panting; mucous membranes were cyanotic. The dog was dyspneic and cyanotic with increased respiratory effort. She also had a pendulous abdomen – no fluid noted on aFAST.

3. According to Respondent, a critical assessment was recommended and offered to Complainant upon presentation. Complainant expressed extreme cost concerns and was unable to afford treatment/stabilization. The dog was placed in oxygen therapy while Respondent spoke with Complainant. An estimate with very minimal diagnostics was presented and explained to Complainant. Complainant was not able to afford any treatment at that time. Options were provided – transfer to another less expensive hospital and/or one that accepts payment plans, after Care Credit was declined. Medical empirical treatment was also discussed with Complainant, although not recommended as pet decompensated outside of oxygen therapy and struggled to breath despite butorphanol injection and prolonged oxygen therapy. All treatments and diagnostics offered and recommended were declined due to cost.

4. According to Respondent, Complainant and her friend were extremely emotional and a couple hours were spent trying to help them in finding care for their dog. However, after a prolonged discussion about the prognosis and diagnosis required to treat the dog, they elected to humanely euthanize the dog.

5. Complainant expressed concern in her complaint that when researching online about bloat, it was found that bloat could be curable with surgery. She contacted a veterinarian who advised that surgery is offered if an animal has bloat. Respondent stated that Complainant declined radiographs and all treatments that were offered at the time of presentation and were not able to afford any treatment; an expensive surgery was not an option in this case. GDV was not considered a likely differential at the time of presentation; however, aerophagia secondary to dyspnea was likely. Unfortunately, radiographs were declined by Complainant.

**COMMITTEE DISCUSSION:**

The Committee discussed that this was an unfortunate set of circumstances and there was not a violation of the Veterinary Practice Act with the care and treatment provided by Respondent.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

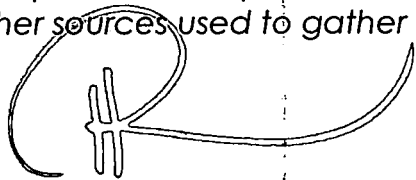
**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 4 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

A handwritten signature in black ink, appearing to be 'TRACY A. RIENDEAU', written over a horizontal line.

Tracy A. Riendeau, CVT  
Investigative Division